ABSTRACT

Method and apparatus to generate a dynamic contact list of contact and presence information about contact events in a communication system when a calling entity unsuccessfully attempts to communicate with a called entity. When such a contact event occurs, a routing processor or call agent generates contact information about the contact event, including the calling party, called party, time of the contact event, and purpose of the contact event. A presence management processor also generates the presence information about the calling party's subsequent availability for return communication, including if a calling party is available for return communication, when the calling party is available for return communication, how long the calling party is available for return communication, and how the calling party is available for return communication. This contact and presence information is displayed to the called party in a dynamic contact list that includes contact and presence information for a plurality of contact events and calling parties, respectively. The called party is thereby able to determine what contact events occurred while the called party was unavailable for communication, and in what manner to return communicate with those calling parties that attempted to communicate with the called party while it was unavailable.